



Poonam Rautela

Date of birth: 09/09/2001 | **Nationality:** Indian | **Gender:** Female | **Phone number:** (+91) 8750020582 (Home) | **Email address:** poonamr1642@gmail.com | **Address:** Sec-3 1642, Pushp Vihar, 110017, New Delhi, India (Home)

● ABOUT ME

I am Poonam Rautela, a Master's student in Translation and Interpretation at Jawaharlal Nehru University, New Delhi. After completing my Bachelor's degree, I discovered my passion for languages and have been working to enhance my intercultural communication skills. My goal is to deepen my German language skills through this course and better understand German culture to achieve my academic and professional aspirations in an international context.

● WORK EXPERIENCE

01/06/2022 – 30/05/2023 Neu-Delhi, India
MANAGEMENT TRAINEE TRANSFORM RURAL INDIA FOUNDATION

- Responsibilities:**
- Supported managers in daily tasks.
 - Implemented new company policies.
 - Participated in strategic planning of the company.
 - Prepared reports and presentations for senior management.

04/08/2023 – 04/02/2024 Neu-delhi, India
ADVISOR I – CHAT SUPPORT CONCENTRIX, NEU-DELHI

- Responsibilities:**
- Implemented new company policies and supported strategic planning.
 - Analyzed and evaluated employee performance and prepared reports for senior management.
 - **Achievements:**
 - Reduced average resolution time by 15%, awarded for excellent customer service.

● EDUCATION AND TRAINING

09/03/2023
GOETHE-ZERTIFIKAT B2 Goethe-Institut

Level in EQF EQF level 5

01/08/2024 – CURRENT Delhi, India
MASTER IN TRANSLATION AND INTERPRETATION Jawaharlal Nehru University, New Delhi

Level in EQF EQF level 7

02/10/2022 Delhi, India
BACHELOR OF COMMERCE (BCOM) University of Delhi

Level in EQF EQF level 6

02/05/2019 Delhi, India
HIGHER SECONDARY CERTIFICATE (CLASS 12) Kendriya Vidyalaya (CBSE)

Level in EQF EQF level 4

03/06/2017 Delhi, India
SECONDARY SCHOOL CERTIFICATE (CLASS 10) Kendriya Vidyalaya (CBSE)

Level in EQF EQF level 3

● **LANGUAGE SKILLS**

Mother tongue(s): **HINDI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
GERMAN	B2	B2	B2	B2	B2
ENGLISH	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Microsoft Office (Microsoft Excel, Microsoft PowerPoint) | SDL TRADOS | CAT tools